

KPMG Consulting - Verizon Responses regarding New Jersey Exception Report # 14

Exception #:	14
Component:	Verizon-NJ (VZN-NJ) failed to show parity with the retail success rate for the timely closeout of trouble tickets for repairs of Resale services.
Domain:	M&R
Date Uncovered by KPMG:	1/12/01
Date VERIZON Received:	1/15/01
Date VERIZON Responded:	1/26/01; 2/12/01 (1 st Revision)
Date of KPMG Consulting Response:	2/1/01
KPMG Summary Statement	<p>A CLEC is judged on the quality of service it provides. The end-user views the CLEC as the party responsible for repairing and maintaining the lines, therefore when a services appointment (restoration deadline) is missed the CLEC is faulted, potentially costing that CLEC customers. Verizon meeting self imposed appointments and target intervals allows a CLEC to interface efficiently with their end users when processing reports. In addition, a CLEC is responsible for making follow up calls to the RCMC to escalate service or check on the status of a trouble ticket. This activity increases when appointments are missed and could force CLECs to increase their work force to handle the additional activity, which can increase operational expenses for the CLEC. Failure by VZN-NJ to meet self-imposed repair deadlines results in both higher expenses and greater customer dissatisfaction for CLECs.</p>
KPMG Consulting Response	<p><u>KPMG Consulting's 3/12/01 Reply to Verizon's 2/12/01 Response</u></p> <p>After a review of Verizon-NJ's response and supplementary documentation as well as additional data collection, KPMG Consulting has decided to close this exception. KPMG Consulting agrees to attribute the late repair of trouble tickets 0381087 and 0381924 to a test bed anomaly. For trouble ticket 0447086, KPMG Consulting has no record of a request to change the closeout time, so that trouble is still considered to be cleared outside the Verizon provided appointment time.</p> <p>KPMG Consulting performed additional data collection and recalculated Verizon-NJ's success rate for the timely repair of troubles. Verizon-NJ is averaging a 91.67% rate on time clearing of Loop troubles and a 90% success rate for the timely repair of Central Office troubles. The retail comparisons are 78.44% for Loop and 91.52% for Central office type troubles. Although the test percentage for repairing Central Office troubles is below the retail standard, the statistical evidence is not strong enough to</p>

conclude that the performance is below the benchmark with 95% confidence. The inherent variation in the process is, therefore, large enough to have produced the sub-standard result, even with a process that is operating above the benchmark standard. The p-value, which indicates the chance of observing this result when the benchmark is being met is 0.58795. This is well above the cut-off for a statistical conclusion of failure.

Based on this analysis, Verizon-NJ has satisfied this evaluation criteria and KPMG Consulting is closing this exception for testing purposes.

VERIZON Response:

Verizon's 2/12/01 Reply to KPMG Consulting's 2/01/01 response

While test bed considerations may not have resulted in exceptions in prior tests, they did have an impact on Verizon's performance in those tests. Verizon has recommended that circuits to be used in the end-to-end M&R test be completely provisioned with outside plant and dial tone. Other considerations, including time and cost, have thus far precluded this. Verizon believes that if analysis of Verizon's attestation trouble ticket response included consideration of unique test bed factors, that the conclusion would be reached that Verizon's technicians would have closed tickets prior to the commitment time if they were working on a "normal" circuit, and that the completion timeliness metric standard would have been met.

Resale POTS "Central Office" Troubles

201 386-6294 / 0381087 – The trouble for this ticket was placed near the end of the circuit. The circuit terminated within the CO, rather than at a customer's premise, where a normal circuit would terminate. The circuit included extra cable, which could make it appear that the circuit actually left the CO. It terminated at a jack with no customer premises equipment (CPE) attached, which results in the circuit testing open with a ring no answer (RNA) even when the rest of the circuit is fine. There was no indication on the ticket from the customer that there was no CPE on the line. After dispatching in, Verizon found the open appeared to be at the far end of the circuit and therefore referred the ticket back for dispatch out. Upon review, the ticket was referred back for dispatch in because the circuit terminated inside the CO. The trouble was then found and fixed 50 minutes after commitment time. The unique location of the circuit termination within Verizon's CO, the extended cable used, and the lack of CPE at the circuit's termination caused a delay of more than two hours in finding the circuit's termination. If this were a CLEC circuit these unique conditions would not have existed and the ticket would have been cleared within the commitment time.

201 386-6386 / 0381924 – The trouble for this ticket was placed near the end of the circuit. The circuit terminated within the CO rather than at a customer's premise, where a normal circuit would terminate. The circuit included extra cable, which could make it appear that the circuit actually left the CO. It terminated at a jack with no customer premises equipment (CPE) attached, which results in the circuit testing open with a ring no answer (RNA) even when the rest of the circuit is fine. There was no indication on the ticket from the customer that there was no CPE on the line. The reference to the line being crossed with TN 728-9876 entered at 7:28 PM is a clerical error – subsequent narrative at 7:16 AM states that the

lines were in fact not crossed. The ticket was worked by inside forces, then outside, then inside again, while attempting to pinpoint the location of the trouble. The unique location of the circuit termination within Verizon's CO, the extended cable used, and the lack of CPE at the circuit's termination caused the delays in working this ticket. If this were a CLEC circuit these unique conditions would not have existed and the ticket would have been cleared within the commitment time.

Resale POTS "Loop" Type Troubles

The results of this portion of the test are in parity with the retail metric and should be "closed". Below is a response to KPMG's questions regarding the final ticket involved.

201 386-6389 / 0447086 – The RCMC generated a subsequent report based on a customer call at 10:00 AM, that was understood to be a request to change the appointment time on this ticket. The system used by the RCMC to generate the subsequent report, Netcenter, results in "Metakey" appearing on the ticket information. The Category=6 reference is to exclude the subsequent report, not the complete trouble ticket.

KPMG Consulting Response:

KPMG Consulting's 2/1/01 Reply to Verizon's 1/26/01 Response

KPMG Consulting is requesting clarification and additional information relating to Verizon's latest response – outlined below.

Verizon's response suggested that there are problems with the provisioning of this test bed that have proved damaging to the performance of maintenance and repair duties for POTS lines in the CO. This test bed was provisioned in the same way as test beds in MA, NY and PA. This problem was never addressed in these past tests and has not appeared to be a problem with other examples in this test. KPMG feels that there might be other explanations for the delayed repair of troubles in the CO. Those are documented below.

Resale POTS "Central Office" Troubles

856 857-2273 / 0037585 and 732 729-8227 / 0352135 – KPMG recognizes that this is not a systemic problem, but rather a problem that arose as a result of procedural changes. We will consider this as a temporary issue that has since been resolved.

201 386-6294 / 0381087 – KPMG concedes that there was an editing error made and that the time was supposed to be 1300 EST (or 1800 GMT). A review of the DLTH shows that the line was tested 11/1/00 at 7:02 pm; however, the broken wire was not fixed until 11/2/00 at 1:50 pm, which is after the commitment time. Another mention of the replaced broken wire was made at 2:36 pm of that same day.

201 386-6386 / 0381924 – Again, KPMG apologizes for the editorial error. The correct commitment time should have been 1300 EST (or 1800 GMT). The trouble placed on this particular line was a short. The DLTH shows that the line tested hard tip-ring short on 11/1/00 7:14 pm. At 11/1/00 7:28 pm, the report states that this line was crossed with TN 728-9876. The lines remained crossed until 11/2/00 at 7:17 am. Later that same morning at 9:59 am (and again at 11:25 am) the line was testing open in. It was referred to a technician at 11:36 am. The DLTH does not report any more activity until 4:14 pm when the line tested OK leaving the CO. Tests on this line

reflected 3 distinct hard faults. KPMG and VZN personnel did validate this line before placing the fault (ANACing the line to verify TN and dial tone), so it would seem that these faults appeared during the repair process. No mention was made to indicate that the crossed line and open problems were repaired.

Resale POTS “Loop” Type Troubles

201 386-6259 / 0175247 – Closed

201 386-6389 / 0447086 – KPMG’s records do not indicate that there was a change in the appointment time. The narrative in the DLTH indicating that the appointment was changed is given a Category 6 classification. This narrative is an exact duplicate of the line that provides the CLEC contact information with the addition of one word, “Metakey.” KPMG does not know what the addition of this word, “Metakey,” indicates. Additional information about this narrative is necessary.

VERIZON Response:

Verizon’s 1/26/01 Response to Exception

Only two CO troubles were actually cleared beyond the commitment time. Two other tickets continued to be worked on after a trouble was cleared within the commitment time. The final two tickets were actually cleared within the commitment time.

The metrics to which KPMG refers, are calculated using “clear” time as specified by carrier to carrier guidelines. KPMG incorrectly used “close” time to calculate ticket duration. After correcting this error, the ticket duration of every ticket cited in this exception is reduced, and the timeliness of repair for Resale POTS “Loop” Type Troubles is in parity with retail.

The information KPMG provided for two of the four tickets cited in the Resale POTS exception, included appointment times in Eastern Standard Time, but ticket close times in Greenwich Mean Time. This results in KPMG stating that the tickets were open five hours longer than they actually were.

Resale POTS “Central Office” Troubles

856 857-2273 / 0037585 and 732 729-8227 / 0352135 – both of these tickets were feature troubles (call return, hunting) which were routed to the RCMC Screening group. During the October period, this group was improperly using a system option, which displayed tickets only from New York State, because that was the only state that they had received tickets from up to that point in time. Consequently, they did not see these tickets. The process was changed shortly thereafter, so that the screening group selects the system option enabling them to view trouble tickets in all jurisdictions simultaneously.

201 386-6294 / 0381087 – The commitment time for this ticket was 18:00 not 13:00 as stated by KPMG. The ticket was cleared 1 hour 41 minutes after the commitment time. The inserted trouble was fixed on 11/1 at 702P, but was returned for further work because it was still testing open near the drop. After being picked up in the morning, it then took several hours to locate the drop because the circuit terminated inside the central office at a jack on the wall, with no telephone attached. Customer circuits do not normally terminate within Verizon central offices, and normally have CPE at the termination point. If this circuit was a normal customer circuit this ticket would have been closed with a clear time of 11/1 702P, well within

ticket would have been closed with a clear time of 11/1 702P, well within the commitment time.

201 386-6386 / 0381924 – The original commitment time for this ticket was 11/2 18:00 not 13:00 as stated by KPMG. The ticket was cleared 3 hours 17 minutes after the original commitment time. The inserted trouble was fixed on 11/2 9:59 AM EST, but was returned for further work because it was still testing open. The technician had no way of knowing that it was testing open because there was no CPE on the line. Further, some confusion was caused because it tested open in, due to the fact that the circuit was terminating inside the central office. Customer circuits do not normally terminate within Verizon central offices, and normally have CPE at the termination point. If this circuit was a normal customer circuit this ticket would have been closed with a clear time of 11/1 702P, well within the commitment time.

Resale POTS “Loop” Type Troubles

201 386-6259 / 0175247 – The trouble for this ticket was “cleared” 18:59 GMT, before the commitment time of 20:00 GMT, and therefore is counted as an appointment met. Doing so brings the “appointments met” to 75%, this is in parity with retail.

201 386-6389 / 0447086 – The trouble for this ticket was cleared at 21:49 GMT, 2 hours and 49 minutes after the original commitment time of 11/3 19:00 GMT. However, on 11/3 at 10:00 EST (15:00 GMT), the RCMC received a call from KPMG, which resulted in a subsequent report and a revised commitment time of 11/4 2:00 PM EST (11/4 19:00 GMT). The ticket was cleared well within the revised commitment time.